TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Information Technology Director
supporting the Business and Community Development Domain

Overview

The IT Director will provide the vision and leadership for technology operations and governance supporting technology initiatives of the Business and Community Development Business Domain. The IT Director operates at a strategic level, working with the Business Domain Director for the Business and Community Development Business Domain as well as other members of the senior management team to identify the technology needs of the agencies served by the Business Domain and develop a living strategic IT plan. The IT Director will drive results by leading the IT team to delivery and support of technology solutions that meet the business needs of the agencies.

Essential Functions

Leadership (30%) – Lead IT resources by setting the focus for technical support, operation and governance direction and other efforts that aligning with the priorities of the Business and Community Development Domain and the Tennessee Department of Labor and Workforce Development.
• Develop or support the existing "Statement of Purpose" – Work with the Business Domain leaders and the Executive Advisory Committee of the Business and Community Development Domain to develop or support the existing "Statement of Purpose" for the department that supports and aligns with the Mission, Vision and Core Values of the Divisions.
• Support a Sustainable organization – Support and implement the Business Domain's professional development plan and succession plan in order to develop and sustain talent for the Tennessee Department of Labor and Workforce Development. Work with the Business and Community Development Domain leadership to create and/or maintain IT specific development initiatives.
• Supervise staff, directing work assignments, and initiating personnel actions, including hiring, disciplinary actions, salary, performance goals and reviews according to the State's standards.
• Create a climate of creative thinking to engender IT employee engagement and develop business partner relationships.

Strategic Planning (20%) – Lead technology strategy to achieve results as set by agency goals and other initiatives.
• Lead the Tennessee Department of Labor and Workforce Development in adopting and adhering to the State's IT governance initiatives. Working closely with the Business and Community Development Domain leadership, the Business Solutions Delivery leadership, and the State's IT project governance teams.
• Lead the effort to develop the Information Systems Plan (ISP) for the Tennessee Department of Labor and Workforce Development annually that closely aligns with the business needs of the agencies.

Customer Focus (15%) – Lead Business and Community Development Domain IT team in being customer focused and identify areas that need improvement.
• Customer Satisfaction communication – Utilize the approved survey protocol and other tools to gather, baseline and improve internal customer satisfaction as it relates to the services Business and Community Development Domain IT team provides.
• Collaborate to produce business-focused architecture and solution design with technologies that meet business needs and align with goals.
• Communicates with internal and external business partners to facilitate strategic initiatives are met.

Workforce Focus (15%) – Lead the Business and Community Development Domain IT team in efforts to improve and manage talent for the Tennessee Department of Labor and Workforce Development.
• Continuous Learning – Provide an environment of continuous learning in technology specific areas by encouraging staff to research new and emerging technologies. Utilize the State's IT Academy for additional training.

Process Management / Improvement (10%) – Provide expertise to agencies served by the Business Domain

to assist in process improvement as it relates to technology by utilizing appropriate IT team members to identify and deliver system needs.

Measurement, Analysis, and Knowledge Management (5%) – Develop and / or use tools to track data-driven results
• Use IT tools to measure results – Provide direction for the use or development of IT tools to enable Business and Community Development Domain IT team to measure results as it relates to KPI and customer satisfaction.
• Develops strategies, objectives, and service level agreements for IT services to measure and improve organizational efficiency and performance.

Results (5%) - Results will be achieved by the use of the State and Business and Community Development Domain IT team specific tools to measure individual and overall performance. This will include the creation and / or use of job responsibilities, smart goals / IPP, and IDP for staff members. Assist the Business Domain in providing the best services at the lowest cost to the agencies served.

Education and Experience

Graduated from an accredited college or university with a bachelor's degree, preferably in Computer Science or Information Systems and six years of professional level experience in information technology. Four of the six years must include managerial responsibilities.

Please submit your resume for consideration to EIT.Resumes@tn.gov.

Equal Opportunity Employer

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.